

Whats app Mobile:+971504753686

Gulfjobseeker.com CV No:1565256

E-mail: [gulfjobseeker@gmail.com](mailto:gulfjobseeker@gmail.com)

Age: 25

Gender:Male

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Objective:To have international cultural exposure and hands-on experience in the field of Human Resources and Customer Service as a gateway to an excellent career. To further develop my Human Resources Management and Customer Service skills and continuously update myself of the newest global practices.  
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Education:

CEBU INSTITUTE OF TECHNOLOGY - UNIVERSITY

Course: Bachelor of Science in Business Administration with majors in Human Resources  
Educational Field: Management, Business and Accountancy  
Year Graduated June 2009 - October 2012

UNIVERSITY OF THE PHILIPPINES   
Course: Bachelor of Science in Management  
Educational Field: Business Management  
Year attended: June 2007 - March 2009

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Professional Experiences :

🔹Technical Support Level II cum Rewards and Recognition Supervisor  
 *Convergys Philippines Incorporated*

*October 2012 – February 2015*

*Convergys Philippines Incorporated provides business process outsourcing services focusing on the voice and non-voice based segment of customer care services delivered from onshore and offshore locations. A leader in customer management for over 30 years and the biggest private employer in the Philippines.*

Duties and responsibilities:

* Assist the Site Support Manager in planning, organizing, and carrying out of events and policies
* Carry out instructions from Site Leadership to individual accounts
* Inform Account Managers, Team Leaders, and members on the current and upcoming events of the company
* Plan activities for the account every month
* Market the events to the employees to ensure attendance
* Provide data and information to the Site Leadership on the development, participation rate and feedback of each account with regards to the events and company policies

🔹Recruitment/Sourcing (University On-The-Job Trainee)  
 Human Resource Department

*Convergys Philippines Incorporated*

*Inclusive Dates: November 2011 – March 2012*

Duties and responsibilities:

* Assist Recruitment Associates in receiving applicants’ documents for initial assessment
* Performed initial examination for applicants who passed initial assessment as well as conducting first level interview to verify details in the submitted documents
* Carry out English Language assessment examinations as second level of the recruitment process
* Perform other tasks deemed necessary by mentors within the confines of the hub
* Assist the HR Generalist in processing internal office documents, i.e., leave applications, office memos, official communications
* Performed taxation and payroll conduct with assistance from the HR Generalist
* Receive relevant documents from couriers as well as site-to-site communication
* Perform other tasks deemed necessary by mentors within the confines of the hub

🔹Travel Expert (Part-time)  
 *Aegis PeopleSupport Philippines, Inc.  
 Inclusive Dates: June 2012 – October 2012*

*Aegis People Support is a leading global business* services provider of customer experience management for over 30 years in the Philippines.

Duties and responsibilities:

* Assist customers in booking hotel rooms, cruise packages, car rentals, and activities worldwide through the use of a unified booking platform
* Provide details on the itinerary, as well as information and limitations on the bookings
* Up-sell items when necessary
* Carry out customer concerns and comments to the supervisor or to the business officers

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Special Awards and Recognition

🔹Professional:

* Highest Program Contributors -*Convergys Philippines Incorporated (4th Quarter, FY 2014)*
* Highest Program Contributors-*Convergys Philippines Incorporated (2nd Quarter, FY 2014)*

🔹Academic:

* Dean’s Lister (College Scholar) -*Cebu Institute of Technology – University (SY 2011-2012)*
* Dean’s Lister (College Scholar) -*Cebu Institute of Technology – University (SY 2010-2011)*
* Dean’s Lister (College Scholar) -*Cebu Institute of Technology – University (SY 2009-2010)*

Skills and Qualifications:

Languages: Proficient in written and spoken English

Computer Skills: Well-versed in MS Applications (Word, Outlook, Excel, Powerpoint)  
Other Skills: Event Organizing and Coordination, Website and Marketing content writing